Banner Modernization FAQ‘s
UH Hilo
December 2025

*Information is updated as information is finalized by UH system

If you have any questions that are not answered below, please submit them to: https://forms.gle/qBHYk7eK7Ku6n2V37 and we will update this FAQ document.

- Current Student FAQ
- New Incoming Student FAQ
- Faculty FAQ
- Staff FAQ

For Current Students:

Why did I receive this communication and how does this update impact me as a current student?

I can’t access forms on the UH Hilo Registrar’s page. What’s happening?
The UH Hilo Office of the Registrar has taken down our online Kuali forms between December 10, 2025 - January 3, 2026. Once our system is back up and running, our office will reactivate our forms and send an email out to currently enrolled students once our forms are available again.

When will I be able to see my Fall 2025 final grades in STAR?
Final grades from Fall 2025 will be viewable in STAR starting on January 3, 2026. Final grades may be viewable in Lamakū as they are available.

Will I be able to register (add or drop) any of my Spring 2026 courses during December 2025?
No registration actions will be allowed or processed from December 12, 2025 to January 2, 2026. From January 3, 2026 and onward, you will be able to register, add or drop courses in STAR.

Am I able to view class availability when the system is down?
The current class availability webpage is going down on Thursday, December 11. A newly designed static Spring 2026 Class Availability webpage will be available from December 12, 2025–January 2, 2026 to assist students and advisors during conversations about registration and class scheduling.

Can I make payment when the system is down?
No, payments will not be accepted while the Student Information System is being updated.

Ordering Transcript - how can I plan ahead & what are the deadlines?
Official transcript ordering through the National Student Clearinghouse will be temporarily unavailable during the outage.

We understand you may need access to transcripts with final grades or degree information. We recommend saving your STAR unofficial transcript prior to December 11, 2025. If you need an official transcript without Fall 2025 grades or degree conferral, it may be ordered through NSC by December 8, 2025. For the latest updates and information on accessing and ordering an official transcript, visit Ordering Transcript.

When will transcript ordering be back online?
We are working diligently to get reconnected with the National Student Clearinghouse for official transcripts. Currently we cannot process official transcripts, but if you would like to submit your transcript request at this time for it to be processed when transcripts are available, please visit our forms website here. If you need a transcript immediately, please contact our office.

I am graduating in Fall 2025, will there be any delay in my degree being awarded?
UH Hilo is going to do our best to ensure we process student graduation as quickly as possible. Once our system is back up, we hope to take about 2 weeks to award student degrees.

If I submit a change of major during the outage, when will the change of major show up in STAR?
Change of major forms will be inactivated during the outage period. Once the form is back online, our office will be emailing all students to let them know when they can submit their form.

If I register for classes before changing my major and classes I register for are showing up as "Not in Plan," will my financial aid be impacted?
Yes, your financial aid could be impacted if courses show as "Not in Plan" in STAR. Our office will be processing all forms that we receive as soon as possible. If you do submit a change of major form, please know that our office will be working on that within 14 days of your submission. If the courses you are registered for meet requirements under your new major, we will work with the financial aid office to ensure your aid is not impacted. Please keep an eye on your email with communication from our office.

Will the Banner Modernization affect when I will receive my financial aid refund?
It depends. Financial aid is scheduled to disburse (be applied to your student account) on January 3rd, 2026. To minimize a delay in your financial aid refund processing, complete all financial aid requirements and register for your classes before December 12. If you have specific questions or concerns about your financial aid, contact the Financial Aid Office.

When will students be notified if they have been placed on academic action (warning, probation, dismissal) at the end of the fall semester? Will that occur later than usual?
Students will be notified as soon as all grades for Fall 2025 are finalized and the students academic standing is determined. This should be completed during the week after finals.

If a student gets dismissed at the end of the fall semester and appeals for readmission, will that process get delayed?
We suggest that if students believe they may be dismissed for Fall 2025 they should speak with their faculty advisor about the dismissal process and begin working with their dean's office about their potential need for readmissions.

Can I still apply for Housing during the outage?
Yes, for students that were accepted by the university before the outage will be able to apply for Spring Housing. If you are unable to submit your Housing Application due to the Banner Modernization cutover, please email the Housing Office at uhhhouse@hawaii.edu and staff can assist you with a manual application.

Can I make a Housing payment during the outage?
No.

Will this delay affect my ability to move into campus housing for Spring 2026?
No, for residents currently living on-campus in the Fall.

What if I need to cancel my housing or meal plan during December?
Housing will still accept cancellations via the Intent to Vacate or Intent to Cancel Form on your housing portal throughout the outage. - If you'd like to cancel your meal plan please email the housing office at uhhhouse@hawaii.edu.

Additional questions for students are answered on the New Incoming Student tab

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For New Students:

Why did I receive this communication and how does this update impact me as a new student?
If you still have not committed to UH Hilo or are in the process of completing your next steps, we encourage you to ask questions early and complete as many steps as you can prior to December 12, 2025, including registering for classes and completing your FAFSA. No applications, transcripts, deposits, or other supporting documents will be processed from December 12, 2025 to January 3, 2026. Many of our systems and services will be limited or delayed from December 12, 2025 to January 3, 2026.

Will Admissions stop processing applications for the spring semester after a certain date? Or continue processing applications and potentially accepting new students after the outage ends?
Although applications can be submitted, no applications, transcripts, deposits, or other supporting documents will be processed from December 12, 2025 to January 3, 2026. Admissions is going to do our best to ensure we process student applications, documents, and deposits as quickly as possible once access is restored.

I just submitted my intent to enroll and committed to UH Hilo. Will I be able to apply for financial aid and register for classes?
Depending on the timing of when you submit your intent to enroll, Admissions is going to do our best to ensure we process this update as quickly as possible. Please note that many of our systems and services will be limited or delayed from December 12, 2025 to January 3, 2026, including many listed as your next steps for onboarding. If you still have not committed to UH Hilo or are in the process of completing your next steps, we encourage you to ask questions early and complete as many steps as you can prior to December 12, 2025, including registering for classes and completing your FAFSA.

When will I be able to register for classes when the system is down?
No registration actions will be allowed or processed from December 12, 2025 to January 3, 2026. From January 3, 2026 and onward, you will be able to register, add or drop courses in STAR.

Am I able to view class availability when the system is down?
The current class availability webpage is going down on Thursday, December 11. A newly designed static Spring 2026 Class Availability webpage will be available from December 12, 2025–January 2, 2026 to assist students and advisors during conversations about registration and class scheduling.

How does this outage affect my ability to submit health clearances with Med+Proctor and Student Medical Services?
Although health clearance information can be submitted and reviewed by Med+Proctor, no health clearances can be finalized from December 12, 2025 to January 3, 2026. Student Medical Services is going to do our best to ensure health clearances are updated in the system of record as quickly as possible once access is restored.

Can I still apply for Housing during the outage?
Yes, but depending on timing, new applications or cancellations submitted after December 10 may be delayed in processing until Banner is live in January. If you are unable to submit your Housing Application due to the Banner Modernization cutover, please email the Housing Office at uhhhouse@hawaii.edu and staff can assist you with a manual application as long as you have access to your MyUH Login.

Students who are not fully admitted, not vaccination-cleared, or unable to activate their UH account by the start of the semester may need to make temporary off-campus housing arrangements until they are fully cleared to apply.

Are there any anticipated impacts on housing assignments?
Housing Assignments will not be impacted as long as the first two steps listed in their Housing Billing Statement email are completed:

1. Complete the Billing Statement Form
2. Submit the $100 Damage Deposit using the link provided

If these steps are not completed, your assignment may be impacted.

Can I still apply for Housing during the outage?
Yes, for students that were accepted by the university before the outage will be able to apply for Spring Housing. Those that were not accepted by the University will not be able to apply until access is restored.

Can I still make a Housing payment during the outage?
New and incoming residents for the Spring will be able to submit their $100.00 Damage Deposit, using the link listed in their Housing Billing Statement email.

Will the outage affect placement tests, either the ability to take a placement test and/or finalize placement test results?
Placement assessments will be available for students to take during the month of December, however results of these placement assessments taken in December will not be entered into Banner for course registration until January 5, 2026. Students will not be able to register for a course where the placement score is required until after January 5th.
Placement Assessments: https://hilo.hawaii.edu/kilohana/placements.php

Undergraduate Admissions:
Online application and admission process will continue on the normal timeline. Application deadlines for specific programs can be found by selecting the appropriate student type here: https://hilo.hawaii.edu/admissions/.

Undergraduate non-degree, unclassified for Spring 2026: January 1, 2026

Graduate Admissions:
Classified Programs: Online application and admission process will continue on the normal timeline. Application deadlines for specific programs can be found at: https://hilo.hawaii.edu/academics/graduate/

Unclassified Graduate Admission for Spring 2026: Deadline is December 1, 2025.

Additional questions for students are answered on the Current Student tab

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FAQs For Faculty:

Why did I receive this communication and how does this update impact me as a faculty?
Please note that access to our systems and services will be limited or processes delayed from December 12, 2025 to January 3, 2026. As of today, the following offices will have limited access to information: Admissions, Registrar’s Office, Financial Aid, Housing, Cashier’s Office, and Reporting (ITS). We will be working diligently to get caught up with processing and respond to inquiries once access is restored. Below is a list of known systems impacted:

System Downtime: Dec. 11 – Jan. 3

- Banner will be offline during this period.
- STAR access will be view-only and static based on December 11 data from Dec. 13 to early January.
- Course Availability will be offline
    - A static version of class availability for UH Hilo can be found at this website
    - A new course availability website will be available when the new system is online
- Advisor lists and Faculty Final Grade Worksheets will be unavailable.
- Lamakū and the Course Evaluation System will remain open.
- Student report cards will be available once eBanner reopens in January (unofficial grades available to students in Lamakū).
- TouchNet—the student payment system—will be unavailable during transition.

When can I enter my final grades for Fall 2025?
UH Hilo Faculty will have special access to Banner Self Service (MyUH) to enter Fall 2025 grades starting from: Friday December 19, 2025 @ 8:00 AM to Tuesday December 23, 2025 at 12 Noon.

Faculty should also enter their grades into their Lamakū gradebook so students will be able to view their grades while STAR is down.

What is the final deadline to enter grades?
All grades must be entered no later than 12:00 Noon on Tuesday December 23, 2025. After this date, faculty will not be able to access Banner Self Service until January 3, 2026, please contact the Registrar if you have any questions about your grades.

Can we enter grades any earlier than Friday December 19, 2025 @ 8:00 AM?
The current Banner Self Service (MyUH) will be taken down on Thursday December 11, 2025. Grades may be entered up until December 11th. No grades are able to be entered between December 12 and 19th while Banner is down.

Grade Entry Important Dates:
December 11, 2025 Thursday, 5:00 PM: Grade Entry closes for faculty
December 19, 2025, Friday, 8:00 AM: Grade Entry re-opens for faculty
December 23, 2025, Tuesday, 12:00 Noon: Grade Entry Deadline for UH Hilo

Grade Entry Link: https://experience.elluciancloud.com/uhsys/

UH Hilo Grade Entry Tutorial

Quick Notes from 12/19/25:

- **Fall 2025 Courses not Showing up on List:** Use the search function with “Fall 2025” or the term code “202610”
- **"Narrative Grade Comment" text box**: This field is new and we are not sure where this information feeds to. We recommend leaving the “Narrative Grade Comment” field blank.
- **Chrome Browser**: Some users have noted that they had trouble, like being unable to enter a last day of attendance for students, when using the Chrome browser. Using a different browser resolved this.
- **Import Grades from a Spreadsheet**: The process can be finicky and we recommend manually entering grades for this semester.
- **The course shows “Completed” but the rolled column says “Not started”:** The UH System or UH Hilo Office of the Registrar will finalize, “roll”, the grades after grade entry closes. Once your course shows “Completed” for your grades are submitted and no other action is needed.
- **Login/Access Issues to the Faculty Dashboard**: Try a different browser or "private" mode. If your login/access issues persist, call the UH System Helpdesk.

For Additional Questions Regarding the Banner Transition see: UH Hilo Banner Modernization FAQ for Faculty.

When will students see their final grades in STAR?

Students will not be able to see their final grades in STAR until the system is back live in January 2026.

Faculty are also recommended to enter their grades into their Lamakū gradebook so students will be able to view their grades while STAR is unavailable.

Can I enter overrides for my Spring 2026 courses in December 2025?
Overrides can be entered up to December 11, 2025 and again after January 3, 2026.

Department Chairs:

When will low enrolled courses be reviewed for possible cancellation?
There will be only one cancellation deadline for low-enrolled courses. All cancellations must be fully approved by **12:00 p.m. on Monday, December 8th**. This ensures adequate time to notify lecturers of cancellations and, where possible, reassign faculty to courses currently taught by lecturers.

Please note: from December 9 to January 3, no schedule changes can be made in Banner.

If a course has special circumstances, a request to keep it open may be submitted through your Dean or Director before the deadline. These requests must include both a clear justification and a brief action plan to improve enrollment.

Enrollment Guidelines

- Lecturer-Taught Courses: Cancel courses that do not meet enrollment minimums — 10 students for undergraduate courses, 5 students for graduate courses.
- Faculty-Taught Courses: Cancel courses with fewer than 7 students for undergraduate courses, or 3 students for graduate courses.
- Projected Low Enrollment: Identify and cancel courses that are unlikely to meet the minimum enrollment thresholds.

Can I request changes to Course Sections on the Schedule in December 2025?
Please continue to request all changes via the Section Change Kuali Build Form: https://go.hawaii.edu/WMy

All changes that are Dean/Director approved by December 8, 2025 Monday at 12 Noon will be processed in Banner before we lose access to the system at 4:30 PM that day.

Any changes that are requested and Dean/Director approved between December 8th- Noon to January 3, will be processed after Banner re-opens in January.

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For Staff:

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- TouchNet—the student payment system—will be unavailable during transition.

What is this new version of Banner called?
eBanner

When will access to Banner Admin screens be down?
Banner will be unavailable from 12:01 AM on Friday December 12, 2025 until January 3, 2026 for all users. Some users based on role may have limited access starting on December 26th.

When the new eBanner comes back online, what will be different for me?

- No Z screens
- Course numbers will have an additional digit added onto the end of the number
- Course Alias will be assigned to each course which is the previous course number

Will we be able to see student records in STAR Advisor in December 2025?
From December 12, 2025- STAR Advisor will be connected to frozen data from December 11, 2025. This frozen data will be viewable until eBanner comes online on January 3, 2026. At this time, STAR will be reconnected to live Banner data. Final Fall 2025 grades will be viewable starting on January 3.

Where can I find training materials on eBanner?
https://www.hawaii.edu/its-banner/resources-training-videos/